



# Welcome to Wings.

**Integrity** beyond reproach.  
Exceptional **people**.  
Pioneering **innovation**.  
Uncompromising **quality**.



# Welcome

Wings is always on the lookout for talent. Before we tell you more about how we work, we'd like to thank you for considering us – and congratulate you on your excellent taste in applying to Wings Travel Management. We do, after all, look for **exceptional people**.

This pack is designed to show you how best to show off how **exceptional** you are. If you read the material below on how to prepare for your interviews at Wings, you'll be off to a flying start.

## What does Wings do?

Wings Travel Management specialises in oil and gas, government and high-profile corporate travel. With offices in Angola, Brazil, South Africa, the United Arab Emirates, the United Kingdom and the United States, Wings is the go-to advisor in helping businesses navigate challenging travel.

Wings teams of **exceptional people** are experts in our clients' respective industries, with years of hands-on field experience and vital local knowledge, as well as a thorough understanding of fare construction and routes. The result: We provide smart, **innovative**, individually tailored travel management services.

Wings employees take pride in practising the highest level of business ethics and **integrity** while pursuing **quality** and setting the industry standard through assessment and improvement. We are proud of and work hard to maintain our ISO 9001 certification.



## You (as in what we're looking for)

### Customer focus

Wings Travel Management exists, first and foremost, to delight our clients. We go beyond expectations and offer maximum value.

### Communication / friendliness

Wings is big on talking nice.

### Ability to handle pressure

The pace at Wings can be overwhelming at first – we really put the pedal to the metal here!

### **Vibe, energy, “oomph”**

You know that special something, the “X factor”, that spark? You need to be a Wings person.

### **Attention to detail (focus on quality)**

Did you notice the spelling mistake above? Right. That sort of eye for detail is important here.

### **Weirdness is welcomed. Fun is required.**

We take our work seriously. We don't take ourselves too seriously, though. We have fun and are proud of that. You need a sense of humour. (We test this during an interview. Be prepared.)

### **Process driven**

We know what we do and how to do it. We like having a map when plotting our course, but this doesn't mean we can't be flexible; just that we have tried-and-tested methods we can use when needed.

### **Innovation**

We don't need people to always follow what we've done in the past. We don't necessarily need fancy qualifications. We set the benchmark in the industry because we question and go beyond.

## **Things to remember for your interview**

Let's get one point down first: Wings doesn't do “normal” interviews. We are a little different in how we look for candidates and what we're looking for **in** candidates. Be on your toes.

Here's some general advice.

### **Be relaxed. Be yourself. Be at your best. Be confident.**

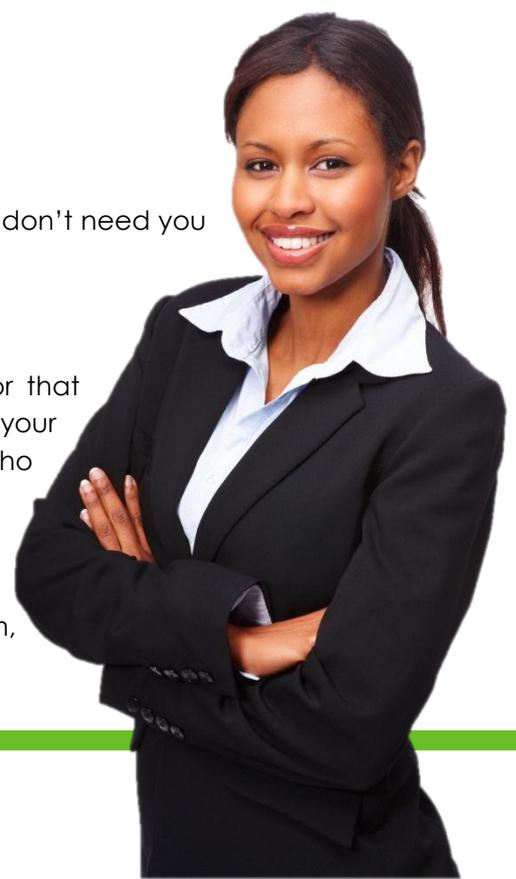
When at your interview, you get to show us who you are. We don't need you to pretend, but we'd also like to see your best side.

### **Be positive.**

We know that sometimes your previous job wasn't easy, or that you've had a bad day. Here's a secret: We're interested in your future. Your past is nice to know but the focus will be on who you could be in the future.

### **Be on time.**

Being late gives a wonderful first impression. Go get 'em, Sparky.



### **Watch your body language.**

We read a really interesting article a while ago about communication and how something like 56 percent of communication is nonverbal (don't quote us on that). It's important to keep this in mind.

### **Be a STAR.**

Give brief – but complete – answers. A nice way of answering is to follow the **STAR** method – give us the **S**ituation you faced, the **T**ask required, the **A**ction you undertook and the **R**esult it had. Google this; it is really useful.

### **Know thyself.**

Specifically, your CV. Do we really need to explain why?

### **Know the industry.**

Wings Travel Management is not a travel agency. Leisure travel is not our “thing.” You should have at least a vague understanding of what we do.

### **Know the world.**

We're a global company, and we need to keep an eye on global events. You don't need to know the capital city of Guam (Hagåtña) or even how to pronounce it, but you should keep track of global stuff.

### **Ask your own questions.**

We like to talk about ourselves. If you have questions during your interview, don't be shy. Really. Bring a list of them if you like.

Please visit our website at [www.wings.travel](http://www.wings.travel) for more information.

